

13. Basic Function of Position

Serves as federal benefits assistant for the country of Ecuador developing and processing the full range Federal Benefits cases.

14. Major Duties and Responsibilities

1. Federal Benefits

65%

- As the expert FSN in charge of federal benefits for the country of Ecuador, the incumbent is responsible for developing and processing the full range of federal benefits cases and related claims work. Cases can require investigation to determine initial and continuing benefit eligibility. Incumbent prepares and submits final adjudication proposal packages for benefits to the Office of Social Security Administration, Department of Veterans Affairs and the Office of Personnel Management. Determines the type of claim to which the beneficiaries may be entitled to and advises them about the information and evidence they need to submit. Most of correspondence on federal benefits issues is prepared and submitted under incumbent's own signature. Develops requests for action as required by the Social Security Administration, Veterans Administration, and the Office of Personnel Management.
- At the request of the federal agency or supervisors within Consular Section, may perform field investigations in Ecuador where fraud is suspected or where there are cases involving complex points of law. In these cases, incumbent will document findings and submit reports with recommendations for final adjudication by the appropriate federal agencies in order to decrease government waste and fraudulent claims.
- Maintains contact with schools, physicians, local banks, Post Office, Civil Registry and other government officials, and private individuals in order to aid in investigations and to document claims cases.
- Assists beneficiaries in contacting and communicating with relevant federal agencies in order to solve the cases and resolve discrepancies between the beneficiary and the federal agency for correction and proper adjudication of benefits.
- Conducts investigations involving disability claims. Ascertains the level of applicable benefits for each of the disability benefits and minor children/student benefits cases by conducting interviews and using contact with schools and physicians. Writes reports on the findings and submits to the relevant federal agency.
- Assists beneficiaries who are unable to manage or direct the management of their finances because of their youth or physical impairment to appoint representative payees. Conducts an overview of each case, obtains medical evidence about the impairment, assists representative payees to complete the forms, informs them of their responsibilities

Position. No. A30-053

Position Name: Federal Benefits Assistant

Employee's Name: VACANT

as payees, writes reports on the cases to the federal agency, and monitors the representative payees for proper use of funds.

- Uses knowledge of federal benefit regulations to assist ill, aged, and Spanish-speaking recipients to understand complex regulations and to complete the required forms. Works with officer in charge of notaries to certify true copies of the original documents to be sent to federal agencies.
- Requests Social Security numbers for U.S. citizens residents in Ecuador. Assists federal benefits recipients in completing annual enforcement questionnaires to make sure that benefits be continued or suspended.
- Participates in town hall meetings prepared by ACS Quito and Guayaquil by providing information related to federal benefits in areas where there are large groups of U.S. citizens and retirees.

2. Notary services

10%

- Accepts, reviews and prepares documents prior to handing over to Consular Officer for certification.

3. Criminal Statistics

10%

- Compiles and prepares post's and nationwide's crime statistics report.

4. Extraditions

10%

- Accepts and reviews extradition documents received from the Ecuadorian Foreign Affairs Ministry and prepares executive summary for Ambassador's review and assembles extradition package so it can be forwarded to the United States.

5. Back-up duties

5%

- Serves as back-up ACS Assistant with responsibility for receiving and screening applicants for fraud indicators and assisting in preparing citizenship forms, assisting with sensitive welfare and whereabouts cases, repatriation of ill/destitute Americans, preparation of remains of deceased citizens, and any other cases that falls in the purview of American Citizen Services.
- Serves as NIV backup when needed. Completes other duties assigned by supervising officers.
- Other duties as assigned or needed by the ACS unit or by Consular Section.

15. Qualifications required for effective performance:

- a. Education:** Completion of College Degree (A.A.) or Ecuadorian equivalent two years degree in Business Administration, social studies or liberal arts degree is required.

Position. No. A30-053

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- b. Prior Work Experience:** Must have at least three years of progressively responsible experience in administrative work, implementing complex legal and regulatory guidelines, and customer service. Plus one or two years as Federal Benefits Assistant is required.
- c. Post Entry Training:** One year of mentored federal benefits casework experience in which sound judgment in applying procedural references to specific case situations is exercised with increasing independence before the expert level performance is achieved. Completion of PC103 Nationality Law/Consular Procedures, PC104 Overseas Citizen Services, and PC120 Consular Task Force Basics. Ongoing NIV and ACS training with software changes.
- d. Language Proficiency:** Level IV (fluent) English and Spanish, written/spoken are required.
- e. Knowledge:** Must have extensive knowledge of Ecuadorian culture and social mores, and family relationships. Needs firm understanding of Ecuadorian legal environment and government structure. Knowledge of host country laws relating to marriage, common-law marriages, divorce, estate and inheritance, adoption, legitimating, social insurance and banking provisions is required. In addition, should have basic knowledge and understanding of U.S. regulations and statutes, such as Federal Code and Social Security regulations, legal precedents, and court decisions. Must be familiar with U.S. Citizenship and Nationality regulations. Also requires familiarity with investigative processes and procedures. Must have good working knowledge of Microsoft Office programs word, excel, internet and e-mail.
- f. Skills and Abilities:** Must be able to work on a range of complex federal benefits cases, tracking their progress, documenting findings and submitting detailed reports, and communicating with beneficiaries, agency representatives, and supervisors. Must be able work well in high-pressure environment without constant supervision. Must have strong interpersonal skills; employ effective communication when dealing with an often irate public that includes federal benefits claimants, recipients, and American citizens in distress.

16. Position Elements

- a. Supervision Received:** Direct supervision by the ACS Supervisor. Must accomplish daily tasks and long-term projects without or only occasional review by Consular officers.
- b. Available Guidelines:** 7FAM, INA, Consular SOPs, Federal Code and Social Security regulations, **Exercise of Judgment:** Must exercise sound judgment when developing and processing the full range of most difficult complex and responsible federal benefits claims work, which may require compressive investigation to determine initial and continuing benefits eligibility or termination of benefits.
- c. Nature, Level, and Purpose of Contacts:** Maintains a wide range of working level contacts throughout the Embassy, Consular Affairs, and federal benefits, as well as among government officials. Maintains contacts with medical professionals and educators, and Civil Registry, Post Office and bank officials in order to solve federal benefits cases.
- d. Time Required to Perform Full Range of Duties after entry into the Position:**

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One year.